

#### **KEY AND MARKING SCALE**

Please accept any appropriate answer not mentioned in this key.

### I. COMPREHENSION (15 POINTS)

<u>Testees should not be penalised for spelling and grammar mistakes in the comprehension section.</u>

A. TRUE OR FALSE: (3 pts) (1 pt each: 0.5 pt for the right choice and 0.5 pt for the right justification.

Consider the justification only if the choice is correct)

- 1. F. after graduation/after he graduated
- 2. F. the four-week training we had wasn't enough
- 3. T. still they call to make sure it is done

## **B. WH QUESTIONS: (3 pts)**

- 1. to practise his communication skills and work at a prestigious call centre
- 2. to answer calls / to replace humans in dealing with clients
- 3. it doesn't need any health insurance and doesn't ask for vacation / days off / it can work day and night without complaining / ...

# C. SENTENCE COMPLETION: (3 pts)

- 1. ..... a computer system.
- 2. ....you deal with a huge number of incoming calls / when you feel bored
- 3. ...will lose their source of living / jobs
- **D. WORD MEANING:** (3 pts; 1 pt each) 1. inquiries 2. customers 3. huge
- E. WORD REFERENCE: (3 pts; 1 pt each)
  - 1. Hassan 2. Watson Engagement advisor 3. introducing Watson in Moroccan call centres

## II. LANGUAGE (15 POINTS)

- A. GAP FILLING: (2 pts; 1 pt each) 1. visiting 2. whose
- **B.** CORRECT WORD FORM: (2 pts; 0.5 pt each) 1: voluntary citizenship 2: apply 3: illiterate
- C. GAP FILLING: (2 pts; 1 pt each) 1. made up 2. have
- D. VERB TENSE: (2 pts; 1 pt each)
  - 1. worked/ had worked/ had been working 2. will have retired

## E. REWRITING SENTENCES: (3 pts; 1 pt each)

- 1. Many roads have been destroyed in the south of Morocco.
- 2. ... if she would drive/to drive the kids to school.
- 3. If Leila had bought a ticket early, she would/could have got/gotten a front seat.
- F. FUNCTIONS: (2 pts; 0.5 pt each)

1: d 2: e 3: c 4: a

G. RESPONDING TO SITUATIONS: (2 pts; 1pt each) Accept any appropriate answer.

III. WRITING (10 POINTS) Task 1: (4 pts)

**Task 2: (6 pts)** 

Scoring criteria for task 1 and 2
Relevance of content to the task
Paragraph organisation
Appropriateness and variety of vocabulary
Accuracy of grammar
Mechanics (spelling, punctuation, capitalisation)